

OVERRIDE FUNCTION

The last TAFI function to discuss is the Override function. As you have learned, TAFI makes a recommendation on how to resolve a customer's trouble report based upon the various inputs it receives. On occasion, you may have some additional information about the situation that TAFI doesn't know about which justifies a different approach to solving the problem.

Once TAFI has developed its recommendation, the final Trouble Report screen is presented to you. At this point, TAFI is finished doing its analysis and will only ensure that you populate all of the required fields with valid entries before sending the report to LMOS. To change the recommendation, you utilize one of the options on the Override window.

⇒ **Note:** Given that you have provided TAFI with accurate information, the TAFI recommendation will be the best choice in 98% of the reports. Therefore, before you elect to override TAFI, be very comfortable that you are doing the right thing. This will come with practice. If you are not sure what to do in a given situation, ask your Manager for guidance.

To access the **Override** Window, depress F12:

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 949 5038	REPEAT N	EC 999	UNIT 47147200
		LOC	IDG
NAME DUNCAN, JACK M	SUB N	SO N	
ADDRESS 867 RENEE DR			
REACH# 8005551234			
REMARKS Skione Comm			
TRBL DESC NDI xxxx			
NARRATIVE -ndt-a/p-			
MTR: LINK:			
NEW COMM OS			
CUS DT			
DT RECVD			
TEST RES OPN OUT	HANDLE PDO	MISC H3ap	
RECOMMEND DISP OUT			

OVERRIDE MENU

CANCEL REPORT

CLOSE REPORT

DISPATCH IN

DISPATCH OUT

TECHNICAL ASSISTANCE

OTHER

CALLED#	REP BY Gene
NOTE	
OS 07-29-95 0600P	
AS 07-29-95 0600P	
BC	

There is no CPNI data available

BR1AF IYM
15:08 08:35:51

Figure 80 - Override Menu

Look at these options and you will see that you either Cancel the report, Close the report or re-direct the trouble report to any location for resolution. Each option on this Override menu will generate a sub-menu of options to further define why the report is being handled the way you want it to be handled.

When you select an item from one of the sub-menus and depress **Enter**, you will notice that the TAFI recommendation has been changed to the value you selected and TAFI automatically populates the Handle Code field with the appropriate value to match the new recommendation.

Some of the Override functions may not be appropriate for CLEC users (i.e., cancel option Reseller/Misdirected Call) but are discussed since they appear on the various menus.

Let's look at these Override options:

10.1 CANCEL

Remember that you cancel a report only when the customer is not calling to report a service related problem (i.e., the customer wants to discuss his bill and called you in error).

In order to maintain good records, you should always enter the customer's telephone number prior to canceling a transaction. In some situations it is obvious during the initial conversation that a report is not required in LMOS, i.e., the customer says "... can you transfer me to the Business Office". Use a phrase like *"may I have your area code and telephone number so I can transfer you to the correct location"*. You should then input this information and then press PF12 for the cancel option. Following this procedure generates an accurate history of your activities.

The Cancel transaction is selected in two ways.

1. In certain situations, TAFI automatically recommends that the report be canceled. If you agree with the recommendation and depress the **Enter** key, the system will automatically select the correct cancel reason and returns you to the Trouble Entry screen.
2. In other situations, you may determine that the report should be manually canceled and depress the F12 key for the Cancel Report option. When you do, TAFI displays a menu of the eleven (11) cancel reasons and you must choose the cancel reasons that best reflects the situation in order to complete the transaction.

Selecting the Cancel Report option from the Override menu generates the following options:

INITIAL TROUBLE REPORT - RO		
TN 999 949 5038		
NAME <u>DUNCAN, JACK M</u>		
ADDRESS <u>867 RENEE DR</u>		
REACH# <u>8005551234</u>		
REMARKS <u>Skione Comm</u>		
TRBL DESC <u>NDT ****</u>		
NARRATIVE <u>-ndt-a/p-</u>		
MTR: <u> </u> LINK: <u> </u>		
NEW COMM <u>OS</u>	OTHER	OS <u>07-29-95 0600P</u>
CUS DT <u> </u>		AS <u>07-29-95 0600P</u>
DT RECVD <u> </u>		BC <u> </u>
TEST RES <u>OPN OUT</u>	HANDLE <u>PDO</u>	MISC <u>H3ap</u>
RECOMMEND <u>DISP OUT</u>		
There is no CPNI data available		

VERRIDE OPTIONS

CANCEL Transfer To Business Office

CANCEL-Reseller/Misdirected Call

CANCEL-Reseller/Insufficient Data

CANCEL-Referred to Reseller

CANCEL-Independent Company Referral

CANCEL-CCPE Coin Phone/Refer to Vendor

CANCEL-User Entry Error

CANCEL-Information Call

CANCEL-Other Trouble Reporting Center

CANCEL-Reported Wrong Number

CANCEL-Other

Down Page = Pg-Dn Up Page = Pg-Up

147200

BRIEF IYM

15:48 08:36:31

Figure 81 - Override - Cancel Menu

⇒ **Note:** The F6 function allows you to return to the trouble report if you have depressed F12 in error.

In order to track why reports are being canceled, eleven cancel reasons have been developed for your use. By understanding why customers call us in error, we may be able to develop procedures to minimize this activity and get the customer where he needs to be on the first call. Whenever you cancel a report, select the reason that best matches the situation;

Let's review these cancel reasons:

10.1.1 TRANSFER TO BUSINESS OFFICE

During your conversation with the customer you or TAFI determines that the customer needs to be transferred to your company's Business Office in order to resolve the problem. Depress F12 and select the Cancel Report option, then select the **Transfer to Business Office** cancel reason.

Let's see how this would look:

CANCEL INITIAL REPORT

TN 999 949 5038		REPEAT N	EC 999	UNIT 47147200
NAME DUNCAN, JACK M		SUB N	SO N	LOC TDG
ADDRESS 867 RENEE DR , HAUGH				
REACH# 8005551234	ACCESS# 8005551234	CALLED#		
REMARKS Skione Comm	OK/	REP BY Gene		
TRBL DESC NDI ****		NOTE		
NARRATIVE -ndt-a/p-				
MTR: LINK:				
NEW COMM OS	ACCESS: A B	OS 07-29-95 0600P		
CUS DT	CAT CD IRATE N CC N	AS 07-29-95 0600P		
DT RECVD	SUB: CLSALT NI N	BC		
TEST RES OPM OUT	HANDLE	MISC H3ap.0		
RECOMMEND CANCEL-Transfer To Business Office				
				BRAT IYM
				16:49 08:37:32

Figure 82 – Cancel – Refer to Business Office

Notice that the TAFI **Recommend** field is now populated with the **Transfer to Business Office** cancel reason. Even though these canceled reports do not go to LMOS, it's recommended that you enter the name of the person you were talking to in the **Reported By** field and why the report was canceled in the narrative.

This identical format will hold true for all canceled reports.

10.1.2 RESELLER / MISDIRECTED CALL

When a customer signs up with a reseller, that reseller is responsible for maintaining that account and managing all trouble reports.

If a reseller's customer calls BellSouth to report a problem, and they thought they were calling their vendor, the BST representative would politely let them know that they have dialed the wrong number and they must call their vendor for help. They would cancel these reports to Reseller/Misdirected Call.

10.1.3 RESELLER / INSUFFICIENT DATA

Remember that the reseller (i.e., XY&Z phone company) is the BellSouth customer and when they report a problem on one of their lines, BellSouth handles it just like any other customer call. However, the reseller must be able to provide BellSouth with all of the required information before they can process the report (i.e., Reach #, Access #, etc. - see Attachment 1 in the CLEC TAFI Training manual). If the reseller does not have all of the required information, BST will tell the reseller *"I'm sorry but you haven't provided me with all of the information I need to resolve this problem. Please contact your customer and obtain the missing data and then call us back ..."*. The BST user would then cancel this TAFI transaction to Reseller/Insufficient Data.

10.1.4 REFERRED TO RESELLER

In this situation, the end user calls to report a problem and TAFI identifies this user as being a reseller's customer. BST will politely tell the customer *"I'm sorry but my records indicate that you are not a BellSouth customer. You must contact your vendor to have this trouble repaired"*. Once they have completed the contact with this customer, they will cancel the TAFI transaction to Referred to Reseller.

10.1.5 INDEPENDENT COMPANY REFERRAL

This situation is very much like the **Refer to Reseller** case discussed above. A customer served by a different telephone company calls BellSouth in error to have his telephone problem resolved. Once the BST representative explains that the caller must contact their vendor for repair, they will cancel the TAFI transaction to Independent Company Referral.

Let's talk for a moment about **Independent Company Referrals**. These reports are not very common, but can usually be noticed right away because of the trouble reporting screen that is received from LMOS. On rare occasions, you may receive a referral (RAC or RX) screen. This screen displays when there is no line record in LMOS for the telephone number entered on the Trouble Entry screen.

CLEC users will always be entering a report in TAFI for a telephone number assigned to their customers and will never get the referral screen mentioned above. This section is provided to explain the utilization to the Independent Company Referral cancel option used by BST TAFI users.

10.1.6 CCPE COIN PHONE / REFER TO VENDOR

All coin telephone trouble reports are now handled by the Public Telephone group. However, if a customer calls BST to report a problem on a CPE Coin Phone (i.e., the telephone is owned by a vendor (other than BellSouth)) and the caller is not the vendor, BST will inform the caller that they must report their problem to their vendor. This TAFI transaction would be canceled to CCPE Coin Phone/Refer to Vendor.

10.1.7 USER ENTRY ERROR

If in taking the report, you input the wrong telephone number (and as a coincidence your company also owns this number) you need to cancel the transaction and regenerate the report with the correct information. Cancel the original transaction to User Entry Error.

10.1.8 INFORMATION CALL (NON-TROUBLE)

When the customer calls and requests information about something that is NOT RELATED to a trouble condition or other cancel reason, cancel the transaction to Information Call. Some specific examples would be:

"What time is it?"

"How do I contact the Public Relations department?"

If a customer calls and says for example: *"... I don't have a trouble. I just need to know how to recover my MemoryCall messages"*. You must generate a trouble report and close it once you have resolved the customer's problem. Why? The customer recognized that the network feature is OK and they forgot how to use it. We treat these cases as opportunities to help the customer -- you are providing assistance and resolving the customer's problem of not knowing how to use the feature. Therefore, you must enter the report in TAFI and perform the close out. TAFI will recommend that the closed report be excluded (since the problem was not with the product).

10.1.9 OTHER TROUBLE REPORTING CENTER

While processing a trouble report, you determine that the real problem is on the called number, not the caller's number. In this situation you would cancel the TAFI transaction to Reported Wrong Number and enter a new report on the correct telephone number.

If the reason you are canceling the transaction does not fit one of the other cancel reasons, use the Other cancel reason category.

Selecting the close option on the Override Window produces the following options:

CANCEL INITIAL REPORT	
TN <u>999 949 5038</u>	
NAME <u>DUNCAN, JACK M.</u>	
ADDRESS <u>867 RENEE DR.</u>	
REACH# <u>8005551234</u>	
REMARKS <u>Skione Comm</u>	
TBRL DESC <u>NDT ****</u>	
NARRATIVE <u>-ndt-a/p-</u>	
MTR: <u>_ LINK: _</u>	
NEW COMM <u>OS</u>	
CUS DT _____	
DT RECVD _____	
TEST RES <u>OPN OUT</u>	
RECOMMEND <u>CANCEL-Transfer</u>	

Figure 83 Override Close Menu

Notice that more options exist below CX Another Common Carrier (see Figure 84).

CANCEL INITIAL REPORT TN 999 949 5038 NAME DUNCAN, JACK M ADDRESS 867 RENEE DR REACH# 8005551234 REMARKS Skione Comm TRBL DESC NDT **** NARRATIVE -ndt-a/p- MTR: _ LINK: _ NEW COMM OS CUS DT DT RECVD TEST RES OPN OUT RECOMMEND CANCEL-Transfer		***** OVERRIDE OPTIONS ***** CX CLG-CLD TOK/Busy/ROL/ROH Condition Close-Busy Network Cond Customer Declines Disp CX Not TELCO CX TOK Wiretap Investigation CX Request to Locate Buried Plant CX Non-Billed Feature Mailbox Corrected by CNMAC CX Customer Cancelling Original Report Recording Corrected by AIS Busy Network Condition CX Another Common Carrier CX Customer Dialing Error CX Not Related To BST Equipment/Service CX-Refd to Bus Ofc for SO correction Found Okay In No Trouble Found-CLEC ADV TOK per customer Down Page = Pg-Dn Up Page = Pg-Up	147200 5 0600P 5 0600P
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18:31 08:39:14

Figure 84 - Override Close Menu (continued)

In most cases TAFI will recommend a close and automatically select the correct reason. However, there may be times when you recognize a close report opportunity (i.e., providing instructions) and will jump to these override/close options.

Cancel or Close ?

We mentioned earlier that if a customer was calling about a situation that was not related to a problem with the products or services, you would cancel the report. And that's almost true. Over time, situations that would have been canceled in the past are now entered into LMOS as a CX closed report. (i.e., A referral to another common carrier is now a CX report.) Remember that LMOS is the official corporate record and as our environment changes, different things must be tracked.

Rule of Thumb:

If you are not sure if the report should be Canceled or Closed, select the CLOSE option first and look at the various options. If there is an option that fits your situation, Close the report. If none of the Close options fit, then Cancel the report.

10.4 DISPATCH OUT

The following options are available on the Dispatch Out Override Menu:

CANCEL INITIAL REPORT		147200	
TN	999 949 5038		
NAME	DUNCAN, JACK M		
ADDRESS	867 RENEE DR		
REACH#	8005551234		
REMARKS	Skione Comm		
TRBL DESC	NDT ****		
NARRATIVE	-ndt-a/p-		
MTR:	LINK:		
NEW COMM	OS		
CUS DT			
DT RECVD			
TEST RES		OPN OUT	HANDLE
RECOMMEND		CANCEL-Transfer To Business Office	MISC H3ap.0
		BRITLYM	
		22:30 08:43:13	

VERRIDE OPTIONS

Known Drop Trouble Business

Cust Demands Disp

Coin Report (PTIMC)

Coin (COCOT) Trouble

CCC-after hours callout (5pm-6am)

CCCAM-1st am RES dispatch (5pm-6am)

CCCAM-1st am BUS dispatch (5pm-6am)

BUSSAB-Business SAB

Down Page = Pg-Dn Up Page = Pg-Up

DISPATCH IN

DISPATCH OUT

TECHNICAL ASSISTANCE

OTHER

Figure 86 – Override Dispatch-Out Menu

The Customer Demands Dispatch option will route the report to the MA in the BRMC with the narrative stating "CDD – MA Validation Required".

In unique situations (see Section 6.6.4) it may be appropriate to route the report to the after hours call out center for manual intervention. (For example, an emergency situation received after 5 PM.)

10.5 TECHNICAL ASSISTANCE

To illustrate the function of manually sending a trouble report to the BellSouth Technical Assistance group (pool of MA's manually screening trouble reports), let's pick a situation where TAFI can not process the trouble report (at this time).

The telephone number in the following example is a Centrex line to a business location (the author's BellSouth office in this case). You can identify this as being a Centrex line with the Class of Service indicator of CNTX (to the right of the Working Condition - WKG).

⇒ **Note:** This example is not in the Training Database so you will not be able to duplicate the following screens in class.

```

06 15 97 Trouble Analysis Facilitation Interface BRIEF I/M BSI R97.3.1
TN 205 977 5583 NAME BBS: 5ES
OOS [ ] LIU [ ] ADDRESS 3535 COLUMBIA PKWY.
(BLDG SOUTH) WKG CNTX MAINT CONTRACT TDG
NO TROUBLE HISTORY
MCAL 0-2059677638 FRAME 205-967-9186

Dial tone
Outgoing call
Incoming call
Transmission
Memory Service
MemoryCall
calling plans/billing (ANI)
Long distance
Physical
data pRblems
Enhanced Services

BOCRIS Data Available for 2059775583 01:18 02:18:52

```

Figure 87 – Technical Assistance Example 1

By selecting Features (F-7), you will get a list of features that TAFI has been taught to translate from the CSR record.

06 15 97 Trouble Analysis Facilitation Interface		BRTAF12M	BSI R97.3.1
TN 205 977 5583	NAME BBS;	5ES	
OOS <input type="checkbox"/> LIU <input type="checkbox"/>	ADDRESS 3535 COLONNADE PKWY.		
WKG CNTX MAINT CONTRACT TDG			
<p>----- BOCRIS Features -----</p> <p>Call Pick-Up</p> <p>Message Waiting/Stutter Dialtone</p> <p>----- PRED Features -----</p> <p>Features not available yet.</p>			
<p>calling plans/billing (ANI)</p> <p>Long distance</p> <p>Physical</p> <p>data pRblems</p> <p>Enhanced Services</p>			
BOCRIS Data Available for 2059775583		05:22 02:22:56	

Figure 88 - Technical Assistance Example 2

Please note that since this is a sophisticated business line (not simple POTS), there may be more features on the line that TAFI does not translate. You can verify the presence of additional features by going to the Additional Data option (F-11) and selecting BOCRIS CSR.

06 15 97 Trouble Analysis Facilitation Interface		BRTAF12M	BSI R97.3.1
TN 205 977 5583	NAME BBS;	5ES	
OOS <input type="checkbox"/> LIU <input type="checkbox"/>	ADDRESS	<div>ADDITIONAL DATA</div>	
<p>205 977 1000 000 *CSR*</p> <p>LN (SPNL) BELL*SOUTH;</p> <p>LA 3535 COLONNADE PKWY</p> <p>SA 3535 COLONNADE PKWY\, BIRMINGHAM</p> <p>BLDG SOUTH</p> <p>000000\NONE</p> <p>COLUMBIA SC 29201-XXXX</p> <p>---DIR</p> <p>---BILL</p> <p>BN1 BELLSOUTH</p> <p>BN2 * IPC</p> <p>BN3 1600 HAMPTON ST</p>			
BOCRIS Data Available for 2059775583		04:26 02:22:00	

Figure 89 - Technical Assistance Example 3

Notice that TAFI recognized that the number input (205-977-5583) was not the master billing number (where CRIS stores feature data) and it automatically found the master number (205-987-1000) and then retrieved the data for the number in trouble.

06 15 97 Trouble Analysis Facilitation Interface BRTAF12M BST R97.3.1			
TN	205 977 5583	NAME	BBS: [REDACTED] 5ES
OOS	LIU	ADDRESS	ADDITIONAL DATA
<pre> ---S&E 1 XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC /PIC 0222/PCA CM 1 LTQ8X /TN 977-5583/PN 977-5583/ZBC 10044/DSNA 1F.IBSD.83381..SC/DPG BSSC LOC FLR 2 1 AAQ6X /TN 977-5583/DSNA 1F.IBSD.83381..SC/LCC DSI/DPG BSSCOLAL/ARS ARSBS 1 D08 /TN 977-5583/FNM PDN 977-5583, CA1,NUMCA2,MXLN, RNPOR, CAPR/ZBC 1 1 DS1FC /TN 977-5583/FNM LICNDP, LICLXP/ANR ALL/ZBC 10044-W4A0A000 1 EATBR /TN 977-5583/ANR ALL/ZBC 10044 </pre>			
BOCRIS Data Available for 2059775583		04:50 02:22:24	

Figure 90 - Technical Assistance Example 4

Scrolling down through this CSR data, the user can identify the various features on the line.

For our trouble situation, assume your customer is telling you that the Hunting feature does not work. If the customer is on the line and a second call comes in, the new call should be directed to 977-5899 (sometimes referred to as extension 5899).

However, when you look at the various Memory Service options on the TAFI menus, you find that Hunting is not currently supported. To resolve your customer's trouble situation, you have to manually send this trouble to the Technical Support group at BellSouth for manual intervention.

You do this by:

- (1) Depressing F-12 to obtain the Override menu
- (2) Select the **Technical Assistance** option
- (3) Select **MA - Needs Further Analysis**

CANCEL INITIAL REPORT		147200	
TN 999 949 5038			
NAME DUNCAN, JACK M			
ADDRESS 867 RENEE DR			
REACH# 8005551234			
REMARKS Skione Comm			
TRBL DESC NDT ****			
NARRATIVE -ndt-a/p-			
MTR: LINK:			
NEW COMM OS			
CUS DT			
DT RECVD			
TEST RES OPN OUT	HANDLE	MISC H3ap.0	
RECOMMEND CANCEL-Transfer To Business Office			
BRTAF IYM			
24:14 08:44:57			

VERRIDE OPTIONS

MEMSERV add or delete feature

MEMSERV-Prestige Service

MA-needs further analysis

MA-RTE bld or excl disc

MA-build RTE

MTR-Multiple Trouble Report

PDT TECH-MA/WatchAlert

MEMSERV-Message Waiting Indications A/V

Down Page = Pg-Dn Up Page = Pg-Up

DISPATCH IN	
DISPATCH OUT	
TECHNICAL ASSISTANCE	
OTHER	

OS 07-29-95 0600P

AS 07-29-95 0600P

BC

Figure 91 - Override Technical Assistance Menu

The TAFI final send to LMOS screen is displayed with your recommendation and the proper Handle code populated. Complete the remaining required fields (Reach, Access, Rep By) and indicate in the Narrative what's wrong - in this case, Hunting to extension 5899 does not work. Depress enter to send this report.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING			
TN 205 977 5583	REPEAT N	EC 001	UNIT 71266700
			LOC (BLDG SOUTH)
NAME BBS:	SUB N	SO N	
ADDRESS 3535 COLONNADE PKWY.			
REACH# 9176000	ACCESS# 0000000000	CALLED#	
REMARKS pager	OK/	REP BY Gene	
TRBL DESC MISC ****	NOTE		
NARRATIVE Hntg to x5899 brkn			
NEW COMM AS	ACCESS: A B	OS 06-15-97 0700P	
CUS DT	CAT CD IRATE N CC N	AS 06-15-97 0700P	
DT RECVD	SUB: CLSALT NI N	BC 06-15-97 0700P	
TEST RES	HANDLE TECH	MISC NC.0	
RECOMMEND MA-needs further analysis			
BRTAF IYM			
04:15 02:32:39			

Figure 92 - Technical Assistance Example 5

ERROR MESSAGES / INFORMATIONAL STATUS

During the processing of a trouble report TAFI provides numerous informational status messages and possible error messages as discussed in Section 5.3.1.2. The following list identifies the most common messages provided:

“ERROR”	This status indicates a host request failure. When this message is displayed you should bring up the Additional Information window (FI 1) and select Host Request Errors. This will display the system or systems with the error. Follow the recommendations given in Section 9.12 for proper handling of this condition.
“WAIT 5”	This message indicates that a problem has been encountered and you should queue the report and wait 5 minutes before re-entering the trouble. That is, wait 5 minutes, take the report out of queue, and re-submit the trouble report from the closeout screen.
“NO LMOS”	This message displays when LMOS is not available or an error has been encountered while updating the LMOS screen. (Note: This is a catch-all error condition for LMOS updates.)
“READY”	This is the base status value; it indicates there are no errors or outstanding requests and that TAFI has completed its analysis and has developed a recommendation.
“TESTn”	This indicates that a test is currently in progress. On a re-test, n indicates what test is executing, i.e., TEST2 for the first re-test, etc.
“RETESTn”	This status is displayed during the wait time between re-tests.
“SUB NOW”	LMOS will only accommodate one active trouble report on a given line. If a TAFI user queues a report and another user (on a different processor) generates a trouble report for the same number, LMOS will return this error message when the first user attempts to send an ‘initial report’ (because an initial report already exists). This user must cancel this TAFI transaction and then enter a subsequent report listing any new information that they have obtained.
“NOT SUB”	Trouble was taken as a SUB, but became an initial before you could enter the sub. (i.e., While you were working on the subsequent report, someone else closed the pending report.) You should take the report out of queue and process it as an initial (new repeat) report.

- “WAITING”** This is a generic status indicating one or more outstanding host requests (i.e., TAFI is waiting for the data).
- “Field must be entered”** This error message appears when the end user attempts to close a window (i.e., Access and Commitment or the Trouble Report screen) and a required field is not populated with information. For example, if you attempt to hit the enter key and the Reach number field is not populated on the Access and Commitment window, you will get this error message and the TAFI cursor will be positioned on the missing field. (Note: TAFI just checks that data is present but does not check validity.)
- “LMOS Update Error for XXXXXXXXXXXX”** TAFI is sending information to LMOS and LMOS can not process the information. Typically this would occur upon entering a subsequent report. While you were working on obtaining additional information from the customer, someone else accessed the same LMOS record (i.e., a BellSouth MA or Technician). Since another party was actively working on the report when TAFI sent the information, LMOS rejected the TAFI transmission. TAFI then automatically queues the report. The user should wait a reasonable length of time (i.e., take another customer trouble report), take this report out of queue and resubmit it.
- “Cannot Reset Host Request Type”** During the process of obtaining data from a legacy system, TAFI failed to get the requested information. Either the legacy system was down or the communications path between TAFI and the legacy system experienced a problem. An information message alerts the user (i.e., Comm Failure ...) to attempt to reset the Host Request Error. This error message is presented when, after following the procedure given in Section 9.12, a second failure to retrieve the data is experienced. All it really means is that the initial (system) trouble still exists. If the missing data is required to process the report⁸, the user can either queue the report and wait some reasonable length of time to retry the transaction or call the BRMC to process this customer’s report.
- “Our Records Indicate This Account Belongs To Another Company”** This error message appears when the CLEC user enter a telephone number and TAFI fails to validate (see Section 4.2.4) that the CLEC is the ‘owner’ of this account. The error message will be displayed for approximately 5 seconds and then TAFI automatically returns the user to the initial trouble entry window.

⁸ For example, if the trouble history data is not available on a repeat report, TAFI will still process the new report. If the customer is reporting a feature problem and TAFI can not secure CSR data, the report can not be processed.

“ERROR etxt: DB Could Not Be Determined from NPA/NXX” This message appears when the DLEC enters a LS circuit_id value in the ITEW and no record for that circuit_id is found in LMOS.